EVIDENCE FOR III.C.1.b.

Ed Tech Training Events
During the 2010-11 academic year, TLC staff provided 111 workshops in the TLC Lab for 677 faculty, classified staff, and administrators. Individual consultations numbered 287, equating to 98 hours of training time during the same year. In order to gauge the success of the training workshops by TLC staff, evaluation forms are provided to all participants. The 2010-11 workshop evaluations show that 83 percent of attendees who filled out the forms (N=126) rated the workshops as excellent and 17 percent who filled out the forms (N=25) rated them as good.

Employee Survey Report and Library Student Survey results
Evidence for the effectiveness of Ed Tech training activities comes from the 2011 Employee Survey Report [III C-13], where the mean rating of the 361 respondents was a 3.12 (“good”) for training on educational and applications software and, for the item related to distance learning training and support, the 220 respondents assigned a rating of 3.1. The 2011 Credit Student Opinion Survey had no specific question asking students to rate technology training but the Spring 2011 Library Student Survey had three related items. Of the 968 student respondents who had completed one or more of the online or in-class research information competency skills workshops, 97.2 percent (N = 935) were satisfied or very satisfied with the training they received in the workshops. In response to the statement “Due to the library facilities, services, and programs, I am better able to effectively use computers and information technology” 40 percent of the 1,862 respondents marked “usually” and 31 percent marked “often.”

Program Improvements Based on Assessment Results
Starting in Spring 2012, Ed Tech made the following changes to the Telecourses Program as a result of assessment:

- Created a dedicated email address for students enrolled in telecourses.
- Emailed all telecourse students before the start of the semester with reminders about meetings times and locations.
- Included more detailed notes in the online Class Schedule such as information about meeting times and locations and links to the instructor's website (if applicable).
- Began the process of training all telecourse faculty in developing a Google site for their telecourse.
- Taught telecourse faculty how to email their entire class with meeting time and location reminders.
- Re-designed the Telecourse section of the website so that it is easier for students to locate instructor, course and meeting information.

Ed Tech distributed the Telecourse Entry Survey in August 2012 and conducted the Exit Survey in December 2012. The results will be available in early Spring 2013. A major goal
of the surveys is to improve enrollment and retention. Results from previous surveys appear on the Ed Tech Assessment webpage. [http://www.ccsf.edu/NEW/en/employee-services/educational-technology/slo_assessment_etec.html]

Also in Spring 2012, Ed Tech made the following changes to the **Online Program** as a result of assessment:

- Moved from GroupWise email system to Google email system. Created a dedicated email address for students enrolled in online classes.
- Created an easily identifiable email address for students so that they would know the email related to their online class; welcome2.insight@mail.ccsf.edu.
- Revised the “Welcome to Insight” email. The email was shortened and included links to a website.
- Created a website dedicated to helping students log in to the learning management system. The website clearly addresses log in and password challenges as well as browser issues.
- Created videos for students about how to log into the learning management system.
- Standardized the section notes for all online classes. Included more detailed notes in the online Class Schedule such as information about meeting times and locations and links to the instructor’s website (if applicable).
- Expanded hours for students to drop-in for face-to-face support to include the entire semester.

Results from the above changes were positive. The number of Student Help Tickets and phone calls decreased significantly. Ed Tech is now electronically tracking phone calls and student drop-ins with the goal of identifying areas that can be improved. Results from previous surveys are on the [Ed Tech Assessment webpage](http://www.ccsf.edu/NEW/en/employee-services/educational-technology/slo_assessment_etec.html).

Additional changes have been made to the **Distance Learning website** to identify the ways Student Services supports distance learning students.

- The Student Services email, askme@ccsf.edu, was placed on more of the Distance Learning website pages.
- Links to various Student Services such as Counseling, Matriculation, Financial Aid and Admissions and Records were placed on more of the Distance Learning website pages.
- In collaboration with Student Services the following statement was added to the Distance Learning website, “We will either answer your question or direct it to the Student Service that can best help you including Counseling, Financial Aid, Matriculation, and Admissions & Records”.
- In collaboration with Student Services the following statement was added to the Distance Learning website, “Online advising and appointment scheduling is being piloted and will be live in early spring”.
- In collaboration with Student Services, Ed Tech added the following statement to the Distance Learning website, “Financial Aid accepts paperwork from distance learning
students who live more than 90 miles from City College of San Francisco. Please contact them for more information.”

- In working collaboratively with Admissions and Records and ITS, students can now obtain password resets for Web4 remotely.

Changes made to the **Tech-enhanced Program** as a result of assessment (Below were implemented starting in spring 2012)

- Moved from GroupWise email system to Google email system. Created a dedicated email address for students enrolled in tech-enhanced classes.
- Created an easily identifiable email address for students so that they would know the email related to their online class; welcome2.insight@mail.ccsf.edu.
- Emailed students in tech-enhanced classes who were new to Insight.
- Revised the "Welcome to Insight" email. The email was shortened and included links to a website.
- Created a website dedicated to helping students log in to the learning management system. The website clearly addresses log in and password challenges as well as browser issues.
- Created videos for students about how to log into the learning management system.
- Created a “best practices” handout for faculty using Insight to tech-enhance a face-to-face class. Mailed to faculty the handout along with two additional handouts for students about how to log in to Insight and the Insight Quick Start Guide.
- Expanded hours for students to drop-in for face-to-face support to include the entire semester.
- Further developed the Educational Technology Support Site to assist tech-enhanced faculty.

Changes made to **TLC** as a result of assessment

- Refocused training efforts on Insight and Google Apps for Higher Education.
- Phased out Contribute in favor of using Google sites (an institutional initiative).
- In spring 2012 the TLC created an online class for tech-enhanced Insight training and coordinated with the Human Resources Department to award staff development (FLEX) credit for successful completion of the online course.
- Publicized the lab aid schedule on the TLC website.
- Added drop-in CMS workshops to support the SLO Coordinator and IT efforts in College-wide CMS training.
- Began to work on online Google Sites workshops with the goal of coordinating with the Human Resources Department to award staff development (FLEX) credit for successful completion of the workshops.
- Began to focus training on using educational technology to support SLOs and Assessment (e.g., Adobe Forms for building rubrics, Google Sites for e-portfolios).